

# IMPORTANT INFORMATION FOR DVR APPLICANTS AND OTHERS

The Division of Vocational Rehabilitation (DVR) works in partnership with individuals with disabilities to help them obtain, maintain, and improve employment opportunities. DVR is Wisconsin's primary provider of employment and rehabilitation services to people with disabilities.

- **Eligibility for DVR Services:** People with physical or mental disabilities who cannot get or keep jobs without help may be eligible for services. ***If you apply for services, it is very important that you bring records about your disability to your first appointment.***
- **DVR's Limited Resources May Affect Vocational Rehabilitation Services:** Limited resources prevent DVR from helping everyone who wants service and could benefit. DVR serves people with the most severe disabilities first.
- **Privacy of Personal Information:** All personal information is kept confidential, except for specific reasons that a counselor can explain.
- **You Have a Choice:** Eligible consumers have the right to make informed choices about goals, needs, and services. You and a counselor will develop an employment plan. You must participate actively to complete your plan.
- **What Does it Cost?:** DVR doesn't charge for counseling, guidance, evaluation, or job placement services. Other community resources may meet some needs. Depending on your ability to pay, you may be responsible for certain costs. Your counselor will discuss any costs with you before services begin.
- **Do You Need Help With DVR?:** If you have questions, you can ask a DVR staff person. If you still have questions, contact the *Client Assistance Program (CAP)* at 800-362-1290 (Voice/TTY). CAP staff members are not part of DVR but can explain rights/responsibilities and DVR policies/procedures.
- **Non-Discrimination/Equal Opportunity:** DVR does not discriminate when providing services. DWD is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact 800-442-3477 or 888-877-5939 (TTY).

- **Advocacy/Legislation:** The Wisconsin Rehabilitation Council (WRC) works on behalf of Wisconsin residents with disabilities by reviewing, analyzing, and advising DVR regarding its performance in providing services to people with disabilities. WRC also takes suggestions about how DVR policy can be changed to better serve the needs of people with disabilities. If you have comments or questions for them, please call 800-442-3477 or 888-877-5939 (TTY).
- **Appeal Rights:** DVR decisions may be appealed if you disagree. Information is available through staff or through the Client Assistance Program. You will receive further information about your appeal rights throughout the DVR process.